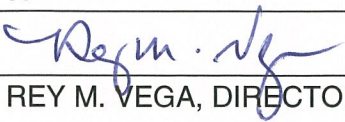


Guam Behavioral Health and Wellness Center		
TITLE: Cultural Humility and Diversity Plan	POLICY NO.: AD-30	Page 1 of 2
RESPONSIBILITY:		
APPROVED BY:  REY M. VEGA, DIRECTOR	EFFECTIVE: JAN 31 2017	
	LAST REVIEWED/REVISED:	

PURPOSE:

The goal of this Cultural Humility and Diversity Plan is to assist with the creation of a climate of respect, inclusion and acceptance of people who access services with Guam Behavioral Health and Wellness Center (GBHWC).

POLICY:

- A. GBHWC is committed to respecting cultural practices, heritage, spiritual beliefs and values of the diversity of individuals with whom we interact and serve. We strive to understand and be respectful of the cultures of the individuals in providing equitable and individually focused services. It is part of our Intake assessment to ask if there are cultural customs, beliefs, behaviors or traditions that would be helpful for us to know about. Cultural activities are incorporated into service plans as indicated by the individual.
- B. GBHWC shall promote diversity at all occupational levels of the workforce and shall ensure equal employment opportunity for all applicants and employees. The overall policy are twofold;
 1. To attempt to achieve an employee profile at all levels and categories which reflects the racial and ethnic composition and regional representation of the service area
 2. Hiring of culturally diverse staff that reflect those served by agency programs
- C. Staff shall be provided with cultural diversity training to practice cultural humility upon hire and as necessary.
- D. A Cultural Humility and Diversity plan shall be created articulating the GBHWC's goal, objectives and the desired outcome. It shall be reviewed and updated annually for relevance.

DEFINITIONS:

GBHWC propose cultural humility as a more suitable goal for its cultural plan. It acknowledge that it is impossible to be adequately knowledgeable about cultures other than one's own, and the term "competency" can be misleading for one to be competent in the cultural knowledge of the individual served.

Cultural Humility: the ability of the service provider and the organization to respond respectfully and effectively to people of all cultures, classes, races, disabilities, ethnic backgrounds, sexual orientation, faith and religion in a manner that recognizes, affirms and values the worth of the individuals, families, communities, and protects and preserves the dignity of each. It is having the attitude of humility and actively engaging to learn as much about the individual's culture and in doing so addressing any obstacle or barrier that may prevent the

individual from accessing and participating fully in their treatment. It is obtaining cultural information and then applying that knowledge to best serve the individual.

Diversity: suggests the range of human characteristics found in any workforce or community.

RESPONSIBILITIES:

Director shall:

- A. Be responsible for the implementation of this policy and any related policies or programs.
- B. Designate an official at the management level with direct reporting relationship to the Director to assume responsibility for the operation and implementation of the equal opportunity plan and program.
- C. Take measures to ensure the work environment is consistent with the intent of this policy and supports equal opportunity.

Cultural Humility and Diversity Committee

- A. Develops the cultural humility and diversity plan and review annually for relevance
- B. Shall implement and have oversight of the cultural humility and diversity activities of the Department.

Human Resources:

- A. Take positive measures to ensure that equal opportunity is available in all areas of employment including: recruitment, selection, hiring, promotion, demotion, compensation (including salary adjustments, reallocations and performance increases), termination, reductions in force (layoffs), reemployment priorities, training, career development, transfer and other terms, conditions and privileges of employment.
- B. Periodically assessing hiring and promotion trends toward the evaluation of progress and impediments in the attainment of goals.

Training:

- A. Provide Cultural and Linguistically Appropriate Services (CLAS) training to personnel or find workshops and training programs related to CLAS mandates on Guam.

SUPERSEDES:

- A. Title; Policy No.; Effective date/signature date; Approving individual's name

ATTACHMENTS:

I. 2017 Cultural Humility and Diversity Action Plan

**Guam Behavioral Health and Wellness Center
Cultural Humility and Diversity Action Plan 2017**

The purpose of this plan is to assist with the creation of a climate of respect, inclusion and acceptance of all people who access services with Guam Behavioral Health & Wellness Center (GBHWC) and those employed by GBHWC.

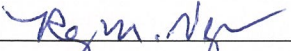
Our services demographics is diverse population; consist of Chamorro, Filipino, people from Japan, Korea, Taiwan, Palau, FSM, Pohnpei and other Micronesian Islands. The GBHWC strives to respect individual rights and gives individuals the choice to disclose their cultural preference in receiving services.

Agency Goal	Desired Outcome	Applied To	Objectives/Activities	Responsibility	Data Source Monitoring
1. The staff has awareness and knowledge of the diversity of a variety of stakeholders.	<p>. 100% of GBHWC staff will receive cultural diversity training and practice cultural humility</p> <p>Staff will be more effective in providing services to diverse population.</p> <p>-Increased the level of staff cultural awareness and humility.</p>	Personnel	<p>- Staff attends Culture Language Access Service (CLAS) training available through Department of Public Health & Social Services office of minority health.</p> <p>- Provide during Employee orientation an overview of cultural awareness, humility and diversity.</p> <p>- All staff attends the System of Care cultural summit on major cultural groups on island.</p> <p>- Invite GALA and other specific groups to provide staff training.</p> <p>- Cultural Competency Diversity Survey</p>	Training Human Resources Clinical Program	<p>Training Log</p> <p>Assess Cultural awareness using GBHWC Survey for staff, stakeholders, and consumers</p>
2. To create a safe and inclusive environment that fosters cultural respect and acknowledgement of different needs and approaches according to the cultural diversity of the individual served.	<p>-To have all facilities welcoming and accessible to all.</p> <p>-Increased the level of staff cultural awareness and humility.</p> <p>-</p>	Personnel	<p>-Create cultural display areas throughout GBHWC</p> <p>-Display cultural posters from the five consulate office to display at GBHWC offices. Contract five (5) Consulate office. Japanese consulate; Filipino consulate; Palau consulate; Korean consulate; and FSM consulate</p> <p>Open House of the Main facility and satellite offices during mental health month, with display of cultural posters.</p>	Clinical Programs	Inspection of the facility

**Guam Behavioral Health and Wellness Center
Cultural Humility and Diversity Action Plan 2017**

3. To promote diversity at all occupational levels of the workforce and shall ensure equal employment opportunity for all applicants and employee.	- to achieved an employee profile at all levels and categories which reflects the racial and ethnic composition and regional representation of the services area.	Personnel	-Hiring of culturally diverse staff that reflect those served by the agency programs	Human Resources	HR personnel profile and staffing ratio
4. GBHWC will acknowledge the diverse perspectives of its consumers and families and incorporates these into all programs and services.	<p>- Individual's culture, gender/sexual orientation, spiritual beliefs and values will be considered in the development of the individual's treatment plan. For example the use of Natural Healers, such as Suruhana, Hilot, Sousafei, etc.</p> <p>- Intake assessment would include information about the person's cultural preference (beliefs, traditions, etc.) and how this would be incorporated in the client's treatment.</p>	Consumers	<p>- Staff attends Culture Language Access Service (CLAS) training available through Department of Public Health & Social Services office of minority health.</p> <p>- Provide during Employee orientation an overview of cultural awareness, humility and diversity.</p> <p>- All staff attends the System of Care cultural summit on major cultural groups on island.</p> <p>- Invite GALA and other specific groups to provide staff training.</p> <p>- Training on treatment planning and intake process.</p>	Clinical Program	Medical Records Treatment Plan
5. To be aware of and understand different communication needs of all we serve	<p>Communication needs of consumers will be respected and unique needs addressed</p> <p>- to have an accessible certified interpreters in the different clinical programs .</p>	Personnel and All consumers	<p>- To provide access to interpreters as required</p> <p>-Hiring of culturally diverse staff that reflect those served by the agency programs.</p> <p>-To actively encourage personnel to attend health care interpreter certified courses</p>	Administration Human Resources Training Clinical Programs	HR Personnel Profile

Cultural Humility and Diversity Committee:


GBHWC Director: Rey M. Vega


Chairperson: Annje Unpingco



Date Approved: JAN 31 2017
Date Reviewed/Revised: _____

Members:

Adult Counseling Supervisor: Sylvia Quinata

Training Officer: Ignacio Guerrero Jr.

Personnel:

**GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER
REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and approved the following:

☒ Policies and Procedure

Submitted by: Cultural Competency Committee

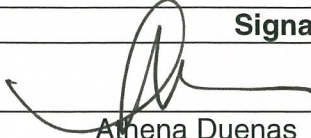
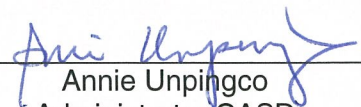



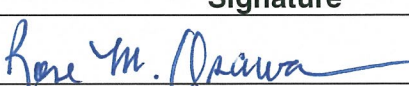
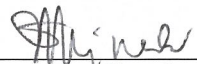
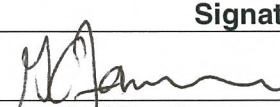
☒ Program Plan


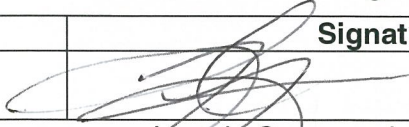

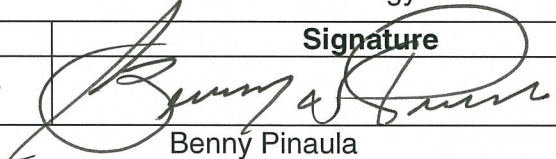
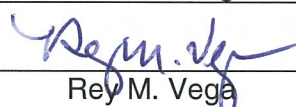
Policy No: AD-~~31~~³⁰

☐ Bylaws

Title: Cultural Humility & Diversity Plan

Reviewed/Endorsed Title	Date	Signature
	1/24/17	Cydsel Victoria Toledo CARF Compliance Officer/Quality Management
Reviewed/Endorsed Title	Date	Signature
	1/30/17	Reina Sanchez Acting Administrator Adult Outpatient Mental Health
Reviewed/Endorsed Title	Date	Signature
	1/25/17	Sylvia Quinata Supervisor Adult Counseling
Reviewed/Endorsed Title	Date	Signature
	1/27/17	Jeremy Lloyd Acting Nurse Administrator
Reviewed/Endorsed Title	Date	Signature
	1/31/17	Dr Ariel Ismael Medical Director
Reviewed/Endorsed Title	Date	Signature
	1-30-17	Dr. Rita Sharma, PhD Psychologist

Reviewed/Endorsed Title	Date	Signature
	1.25.17	
	Athena Duenas Drug and Alcohol Supervisor	
Reviewed/Endorsed Title	Date	Signature
	1.30.17	
	Annie Unpingco Administrator CASD	
Reviewed/Endorsed Title	Date	Signature
	01/25/2017	
	Maria Teresa Aguon Healing Hearts	
Reviewed/Endorsed Title	Date	Signature
	1/25/2017	
	Al Garido Health and Safety Officer	
Reviewed/Endorsed Title	Date	Signature
	01.25-17	
	Ed Palacios Facility & Operations	
Reviewed/Endorsed Title	Date	Signature
	1/27/17	
	Emily Pangelinan Human Resources	
Reviewed/Endorsed Title	Date	Signature
	1/24/17	
	Shermalin Pineda Residential Program Manager	
Reviewed/Endorsed Title	Date	Signature
		
	Gari Famisaran Quality Improvement Coordinator	

Reviewed/Endorsed Title	Date	Signature
	1/30/17	
	Prevention and Training Branch	
Reviewed/Endorsed Title	Date	Signature
		
	Ignacio Guerrero Jr Training officer	
Reviewed/Endorsed Title	Date	Signature
	1/25/2017	
	Fred Borja / CSAT Information Technology	
Reviewed/Endorsed Title	Date	Signature
	1/30/17	
	Benny Pinola Deputy Director	
Reviewed/Endorsed Title	Date	Signature
	1/31/17	
	Rey M. Vega Director	